

Rights and Responsibilities of Patients at Walter Reed Army Medical Center

Rights:

Access to Care: Impartial access to treatment or accommodations that are available and medically indicated, regardless of race, creed, sex, national origin or religion.

Respect and Dignity: Consideration, respectful care at all times and under all circumstances, with recognition of your personal dignity.

Privacy and Confidentiality: Personal and informational privacy as manifested by the right to:

- *refuse to talk with or see anyone not officially connected with your hands on care.*
- *wear appropriate personal religious or symbolic clothing as long as it does not interfere with treatment or diagnostic procedures.*
- *be assured reasonable audiovisual privacy for interviews and examinations, and a chaperon upon request.*
- *expect that any discussion or consultation about your case will be conducted discreetly and privately.*
- *expect that all communications and records pertinent to your care be treated as confidential.*
- *request a transfer to another room if another patient or visitors in that room are unreasonably disturbing.*

• *have your medical record read only by people involved in your treatment or the monitoring of its quality, and by other individuals only by written authorization by you or your legally authorized representative.*

• *be placed in protective privacy when considered necessary for personal safety.*

You and Your Child: Questions and concerns about your child's treatment will be answered, and advice given when requested.

Personal Safety: Reasonable safety in hospital practices and environment.

Identity: Knowing the name and professional status of individuals who provide your care and which physician or other practitioner is primarily responsible for your care.

Information: Complete and current information about your diagnosis, treatment, and any known prognosis (expected outcome) in terms that you or your legal representative can understand.

Communication: Access to people outside the hospital by means of visitors and verbal or written communication. Access to an interpreter when language barriers are a problem.

Consultation: At your own request and expense, consultation with a specialist for a second opinion.

Consent: Reasonably informed participation in decisions involving health care based on a clear concise explanation of the condition, proposed research, technical procedures (including possibilities of risk or mortality or serious side effects), problems related to recuperation, and probability of success.

Refusal of Treatment: You may refuse treatment within the extent permitted by law. When your desires violate professional and ethical standards, your practitioner's relationship with you may be terminated upon reasonable notice.

Advance Directive: In addition to the refusal of treatment, the right to designate a representative to make health care decisions if you become unable to do so. You have the right to formulate an advance directive (living will and/or medical durable power of attorney), and to take part in ethical issues pertinent to your care.

Transfer and Continuity of Care: Transfer to another facility only after explanation of the need for the transfer and acceptance by the new facility. Information about continuing health care requirements following discharge from hospital.

Hospital Rules and Regulations: Information about hospital rules and regulations applicable to your conduct as a patient and how patient complaints are initiated, reviewed and resolved.

Pain Management: A comprehensive evaluation of source of pain and initiation of appropriate treatment plan for control of pain and suffering.

Responsibilities:

Provision of Information: Provide, to the best of your knowledge, accurate and complete information about present complaints, and illnesses, hospitalizations, medications, and other matters relating to your health. Report unexpected changes in your condition to your practitioner. Make it known if you do not clearly understand a planned course of action and what is expected of you. Also, express concern for any perceived risks to your safety.

Compliance with Instructions: Follow the treatment plan as outlined by your health care practitioner, to include instructions of nurses and allied health personnel as they carry out the coordinated plan of care. Obey hospital rules and regulations. Keep appointments and notify the responsible hospital practitioner when you are unable to do so.

Refusal of Treatment: You are responsible for your own actions when you refuse treatment or do not follow the practitioner's instructions.

Hospital Rules: Follow hospital rules and regulations affecting patient care and conduct.

Hospital Charges: Assure that financial obligations of your health care are fulfilled as promptly as possible.

Respect and Consideration: Be considerate of the rights of other patients and hospital personnel and assist in the control of noise, smoking, and the number of visitors. Respect the property of other persons and the hospital.

Protecting Others From Illness or Infection:

Discourage friends and family from visiting if they are sick or have been exposed to a communicable disease such as chicken pox.

Reporting of Patient Complaints: Concerns, questions, and complaints should be given to the Patient Representative at 782-6866 or in room 3-B-01 on the third floor of the hospital (Building 2) to help the Commander provide the best possible care for all beneficiaries. After duty hours, the Administrative Officer of the Day will receive calls and refer them to the appropriate office.

Medical Records: Promptly return your outpatient medical record to the primary treatment facility where your records are maintained after all medical, consultation or other appointments are finished. *All medical records are the property of the U.S. Government and must be returned so that medical documents can be included in the file at the appropriate Medical or Dental Treatment Facility.*

The proponent agency of this pamphlet is the Patient Representative Office. Users are invited to send suggestions and comments on DA Form 2028 (Recommended Changes to Publication and Blank Forms) to Commander, WRAMC, ATTN: Patient Representative, Washington, DC 20307-5001

FOR THE COMMANDER:

OFFICIAL: JOHN H. BROWN
Colonel, MS
Deputy Commander for Administration

HENRY K. JUNG
Major, MS
Executive Officer
DISTRIBUTION:
A

WRAMC Pam 40-11

Revised 1 May 2002



Walter Reed Army Medical Center

PATIENTS' BILL OF RIGHTS

Important Information About Your Rights and Responsibilities Including:

- Access to Care
- Privacy
- You and Your Child
- Refusal of Treatment
- Advance Directives
- Pain Management
- Provision of Information
- Reporting of Complaints

Patient Representative

(202) 782-6866